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Change History Log:

May 7, 2003   **In Response Reply to: 03DED0398**

Department of Education
Student Financial Assistance

Subject: Contract # ED-99-DO-0002
          Task Order # 118 Integrated Technical Architecture (ITA) Release 4.0
          Deliverable 118.1.3 ITA Evergreening

Deliverable 118.1.3 ITA Evergreening -**Significant Concerns**					
Suggested Changes/Comments	**Page**	**Author**	**Date**	**Change Made Y/N**	**Comment**

1.   Section 1.1 Purpose states:
 	
"Key Drivers:
  ▪ *Allow Department of Education FSA to leverage current software for business needs.*
  ▪ *Enhance software performance and quell some current bugs with revised upgrades.*
  ▪ *Guarantee support from vendor.*
  ▪ *Eliminate potential future limitations"*
 	
There is no specific discussion in this document that directly relates to any of the 4 bullets listed above, especially the last two. In particular, a case is not made that any of the upgrades will support the achievement of any of the listed "key drivers". The "Benefits/New Functionality" section for each upgrade should discuss how each of the 4 key drivers is supported as a result of the upgrade.
 	
Also the above statement indicates that there are "some current bugs", but the document does not identify the current bugs that will be quelled. The specific bugs impacting the use of current versions of software that will be corrected by each upgrade should be identified. Specific bugs to be corrected by each upgrade should be identified.
	Page 3 section 1.1	IV&V	May 7, 2003	Y	Provide appendices for all Appendix references and/or provide referenced test details.
					
					ITA response:
					Changed content to read:
					  ▪ *Enhance software performance and apply consolidated patches with new version release.*
					Changed content to read:
					  ▪ *Guarantee continued maintenance support from vendors.*
					
					The "current bugs" reference is the known bugs that the individual vendors are aware of. Each vendor will issue patches that will correct such issues. Many time a new release will encapsulate these fixes. Thus the re-written statement above attempts to highlight that the consolidated changes will be applied in then the new version release.

2. Section 1.2 Scope states:	Page 3 section 1.2	IV&V	May 7, 2003	Y	ITA response: Change content to be more reflective of the document

Deliverable 118.1.3 ITA Evergreening -**Significant Concerns**

Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment

"This document describes the Evergreening strategy:
 	
▪ *Software Upgrades*
  - *Summary*
    ▪ *Current/Target Version Information*
    ▪ *Cost & License Information*
    ▪ *Benefits & New Features*
  - *Implementation Plan*
  - *Systems Affected"*
 	
The statement above indicates that "cost & license information" is provided in the document. Such information was not found in the document except to identify the Software License Owner, which in every case is FSA. More information should be provided on the cost of upgrading as well as any licensing implications.
					table content for each software produce.
					
					Remove reference to "cost & license information" and replace with: "Product Version Details, Product Support Details and License Information"
					
					Cost of upgrading the software has been arranged with the software product purchase earlier. As well, the licenses of the software are transitioned to FSA.

3. Section 2.1 Summary; Support Termination Date has entry: "5 year post 2 releases of 2.6" The meaning of the above statement is unclear.	Page 4, Section 2.1 Summary; Support Termination:	IV&V	May 7, 2003	Y	ITA response: Change to" 2005
4. Section 2.1 Summary; Benefits/New Functionality lists a series of bullets. The Benefits/New Functionality for the SUN Solaris OS Upgrade is a list of buzzwords compared to similar coverage for other upgrades, such as those for Autonomy, which clearly identify specific performance improvements and new functionality that will be achieved as a result of the upgrade. The reason(s) or justifications for each upgrade (i.e., what is gained by upgrade) should be clearly indicated in the Benefits/New Functionality section for each upgrade.	Page 4&5: Section 2.1 Summary; Benefits/New Functionality lists a series of bullets	IV&V	May 7, 2003	Y	ITA Response: Each of the benefits/new functionality items listed are descriptors for capabilities available in the new version. The intent was to capture the features and present them in a organized sectional approach. Thus the reason for the grouping under the sections: Security, Manageability, Availability and Scalability. Each of these section headings are concepts that leverage the functionality mentioned therein. OS Solaris is the operating system running on the Sun & HP systems. Upgrading to the Solaris 2.8 will ensure the Operating System will provide greater stability in continuing to operate the applications that Department of Education has currently implemented. Furthermore the upgrade is essential to maintain vendor product support which is a crucial element in ensuring timely response and support if and when production support is required. Additionally the OS upgrade will allow the business application owners to continue to develop and plan for enhanced feature rich new applications eliminating any potential limitations that the OS may present as a consequence of a lower product version.

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Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
					Edge Server Upgrading to the Edge Server 2.0 will allow the architecture team to leverage the new features of Edge Server such that better performance for the business owner applications can be achieved. Furthermore the upgrade is essential to maintain vendor product support which is a crucial element in ensuring timely response and support if and when production support is required. Additionally the Edge Server upgrade will allow the business application owners to continue to develop and plan for enhanced feature rich new applications eliminating any potential limitations that Edge Server may present as a consequence of a lower product version. **WAS** Upgrading to the WAS will allow the architecture team to leverage the new features of WAS such that better performance for the business owner applications can be achieved. As well as increase the ease in maintaining the business applications and the application server. Furthermore the upgrade is essential to maintain vendor product support which is a crucial element in ensuring timely response and support if and when production support is required for troubleshooting production issues that at times do arise. Additionally the WAS upgrade will allow the business application owners to continue to develop and plan for enhanced feature rich new applications eliminating any potential limitations that WAS may present as a consequence of a lower product version. **Interwoven** Upgrading to the Interwoven 5.0 will allow the architecture team to leverage the new features of Interwoven such capabilities as code deployment, static content deployment and better performance for the business owner applications can be achieved. Furthermore the upgrade is essential to maintain vendor product support which is a crucial element in ensuring timely response and support if and when production support is required. Additionally the Interwoven upgrade will allow the business application owners to continue to develop and plan for enhanced feature rich new applications eliminating any potential limitations that Interwoven may present as a consequence of a lower product version. **Autonomy** Upgrading to the Autonomy suite will allow the architecture team to leverage the new features of Autonomy such as search capability and better stability in execution for the business owner applications can be achieved. Furthermore the upgrade is essential to maintain vendor product support which is a crucial element in ensuring timely

Deliverable 118.1.3 ITA Evergreening -**Significant Concerns**

Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
					response and support if and when production support is required as has been the case in the past with stability issues. Additionally the Autonomy upgrade will allow the business application owners to continue to develop and plan for enhanced feature rich new applications eliminating any potential limitations that Autonomy may present as a consequence of a lower product version.
5. All Benefits/New Functionality sections The Benefits/New Functionality sections for all upgrades sound like vendor marketing hype rather than an objective discussion about the advantages as well as the risks, costs, and possible disadvantages associated with each upgrade. An unbiased discussion is needed to support or explain a decision to make each upgrade. Upgrade discussions should be balanced including identifying potential problems or concerns associated with making an upgrade at this time.	Throughout	IV&V	May 7, 2003	Y	ITA Response: Throughout the document the intent of the benefits/new functionality items listed are descriptors for capabilities available in the new version. The intent was to capture the features and present them in a organized sectional approach. Primary objective of the evergreening initiative was to bring the software currently implemented to a more current version. This would allow for continued software maintenance support. Conversations and discussions with technical representatives of the vendors and engagement technology representatives were consulted.
6. Section 3.1 Summary; Target Version has entry: "2.0 (4.0)" The meaning of "(4.0)" is unclear.	Page 7, Target Version	IV&V	May 7, 2003	Y	ITA Response: Change to: 2.0 (4.0 version of formerly eNetwork Dispatcher)
7. Section 4 IBM Websphere Application Server has statement: "IBM WAS maintains and serves our applications to the IBM HTTP Server for users". Meaning of the above statement is unclear. What are "our applications" and is the word "to" correct above?	Page 9: Section 4	IV&V	May 7, 2003	Y	ITA Response: Change the description to read: "IBM WebSphere Application Server (WAS) maintains the FSA applications. WAS communicates and delivers content to the IBM Internet HTTP Server (IHS) in response to the users requests."
8. Section 5.1 Summary; Support Termination Date entries There are placeholders for Support Termination Dates for the current and target versions, but only one date is provided. Missing dates should be explained or provided.	Page 12, Support Termination Date	IV&V	May 7, 2003	Y	ITA Response: The tentative dates have been included. Additional details regarding Interwoven's official statement as to support termination dates will be added
9. Section 6.2.1 Summary; Benefits/New Functionality has	Page 18, Summary	IV&V	May 7, 2003	Y	ITA Response The Benefits/New Functionality section has been

Deliverable 118.1.3 ITA Evergreening -**Significant Concerns**					
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entry. "Awaiting input from Autonomy" It appears that this is material is pending. Missing information should be provided.	AutoIndexer				removed. In liew of this the following content was added to the documentation: "Autonomy has mentioned that there have been no significant changes to the current version of AutoIndexer (2.5.12.111) and consequently now upgrade for this particular module is required immediately. ITA will continue to utilize the 2.5.12.111 version."